



Welcome to TLC Neighbourhood Nursery and Family Learning Centre. Our Ofsted registered nursery opened in July 2005. We are a friendly, community based nursery, which prides itself on our high quality caring service.

### **Mission Statement**

We offer a safe, caring environment, which encourages children to play and explore. All areas of children's learning and development are supported through observation, assessment and planning. Children and families are valued and respected by our dedicated team, who cater for all individual needs, ensuring we maintain inclusive practice at all times. We promote positive relationships and see parents as partners within our setting. Through our key person approach our friendly staff support and encourage individuals, enabling them to reach their full potential, feel loved and understood, and promote their health and well - being at all times.

### **Our Vision**

- We celebrate children as individuals, who are unique and special in their own right.
- We respect and value each child, family and their culture as the foundation on which the nursery fosters and develops each child to become a happy and confident person.
- To care and educate children in a warm, nurturing and stimulating environment.
- To make learning fun through offering a wide range of experiences and play opportunities.
- We will value and work with parents/carers in partnership, recognising that they are the most important adults in their child's world.
- We are committed to children and families, offering stability and support whilst respecting individual requirements.
- We embrace all children and families within the ethos of TLC, so that each becomes a member of our family.

### **Indoor Facilities**

TLC Neighbourhood Nursery believes that our environment reflects our ethos set out in our mission statement. Children are cared for in either the baby room 0-2 years or toddler room 2 - 3 years or the pre-school room 3-5 years, depending on their age/development. All rooms have been specifically designed to cater for children's individual requirements, taking into account the need for play, physical activity, relaxation, meals and personal hygiene. We offer activities for children that promote creativity and imagination, physical skills and offer sensory opportunities.

### **Outdoor Facilities**

We encourage children to spend as much time outdoors as indoors, regardless of weather conditions! The outdoor environment is vital in the promotion of health and well being. The nursery has front and rear gardens which cater for the differing age ranges and feature a variety of areas such as: grassy areas, planting areas, shaded areas, bike track, slide, boat, discovery and exploration areas. Parents are asked to provide sunhats and sun cream during the summer months and wellingtons, coats and woolly hats during the winter season.

### **Parking Facilities**

The nursery's parking facilities are available only for dropping off and picking up children at the front entrance (off Waterloo Road). Parents are asked to be mindful that they do not block other cars or the nursery entrance.

### **Security**

TLC recognises the importance of a safe and secure environment for children. Electronic security doors and passwords ensure that only those authorised have access to the nursery rooms and gardens. CCTV is also fitted around the nursery premises.

### **Opening Hours**

The nursery is open from Monday to Friday between 8.00 AM - 6.00 PM. The nursery will close for Bank Holidays and two staff training days per year. The nursery is also closed for approximately one week over the Christmas period.

### **Procedure for dropping off your child**

It is the responsibility of parents to ensure that their child is signed into nursery (reception), met with a nursery practitioner and important messages are passed on, before they leave the premises.

### **Failing to collect your child**

If your child has not been collected within 30 minutes of their session time ending, and no contact has been made with parents or carers, the nursery will contact the local Social Services Team and Police. Please note that any named person collecting your child must be at least 16 years of age. Please see policy for full details.

The nursery must be notified of all those with parental and legal responsibility towards the child registered. A solicitor's letter must be provided in cases where a parent does not have legal access or visitation rights for a child.

### **Daily Routine**

TLC recognises the importance of routines and endeavours to accommodate every child's individual needs within everyday nursery life. We have a flexible approach, ensuring that children play and sleep when they want or need to rather than to fit in with our own timetable. We ask parents to provide the nursery with the child's usual daily routine in order to assist the practitioners in settling in the child and ensure consistency of care.

### **Clothing**

Parents/Carers are requested not to put 'best' clothes on their children. Whilst we will do our best not to get clothes covered in paint and glue - children do like to get messy and the nursery environment encourages children to learn through play. Sometimes this means getting messy. Please send your child with spare sets of clothing. Due to health and safety risks we also ask that parents/carers not send their child into nursery wearing jewellery.

### **Toiletries**

Parents must provide all nappies, wipes, creams etc. The nursery keeps a spare supply of nappies but there is a charge of £1.50 per nappy. This facility is for emergencies only.

### **No Smoking**

Smoking in or around the premises is prohibited at all times.

### **Special Events and Celebrations**

We like to celebrate special occasions such as birthdays, and a variety of religious and cultural festivals. Your child and your child's family is unique; help us to embrace that by sharing with us special events, values and celebrations that you may have. We welcome parents and carers participation during such celebrations. At regular intervals throughout the year we may also organise "theme" days. We look forward to your participation in these. We do hope you will join us in other special events throughout the year.

### **The Statutory Framework for the Early Years Foundation Stage**

- Learning and development requirements
- Assessment
- Safeguarding and welfare requirements

### **Learning and Development: Early Years Foundation Stage**

At TLC, we follow themes and activities based on the children current interests and development, for all our children from 0 - 5 years. We adopt a child-initiated approach, which follows a child's interests and curiosity. We allow for a wide variety of looking, listening and doing activities in which the younger babies can take part. During each day there are opportunities for problem solving, choice, exploration, developing confidence and independence. Themes and activity plans will be on display in each base room.

Children are competent learners from birth and develop and learn in a wide variety of ways. Children's interests, needs and stage of development are looked at carefully in order to plan challenging and enjoyable experiences across all areas of learning and development.

There are seven areas of learning and development that must shape educational programmes in early year's settings. All areas of learning and development are important and inter-connected. Three areas are particularly crucial for igniting children's curiosity and enthusiasm for learning, and for building their capacity to learn, form relationships and thrive. These three areas, the *prime* areas, are:

- Communication and language;
- Physical development; and
- Personal, social and emotional development.

We support children in four *specific* areas, through which the three prime areas are strengthened and applied. The specific areas are:

- Literacy;
- Mathematics;
- Understanding the world; and
- Expressive arts and design.

In planning and guiding children's activities, practitioners must reflect on the different ways that children learn and reflect these in their practice. Three characteristics of effective teaching and learning are:

- **Playing and Exploring** - children investigate and experience things, and 'have a go';
- **Active Learning** - children concentrate and keep on trying if they encounter difficulties, and enjoy achievements; and
- **Creating and Thinking Critically** - children have and develop their own ideas, make links between ideas, and develop strategies for doing things.

All areas must be delivered through planned and purposeful play, with a balance of adult-led and child-initiated activities. Children need the opportunity to play indoors and outdoors in a secure but challenging environment with secure adult support.

### **Assessment**

Assessment plays an important part in helping parents, carers and practitioners to recognise children's progress, understand their needs, and to plan activities and support. Ongoing assessment (also known as formative assessment) is an integral part of the learning and development process. Practitioners will observe children to understand their level of achievement, interests and learning styles, and to then shape learning experiences for each child reflecting on those observations. In their interactions with children, practitioners will respond to their own day-to-day observations about children's progress and observations that parents and carers share.

Parents/carers will be informed about their child's progress and well being on a daily basis. Children's learning and development is reviewed formally on a half termly basis. Parents/carers of children in the baby room will be given a written diary of the day.

We are required by OFSTED to keep developmental records of all children registered with us. All children's learning journeys will be captured in their 'All about me' books which we encourage you to take home and contribute to at anytime, we just ask that you keep these safe and return to nursery regularly in order for them to be updated. A written request to

receive a copy of any other of your child's records will be required as certain records are not permitted to leave the nursery premises without this.

Three times a year we hold parent/carer days/evenings where you will be able to discuss your child's progress with your child's key person. Parents/ Carers will also receive a written review of their child's development or have the opportunity to view their child's individual records.

In addition when a child is aged between two and three, practitioners will review their progress, and provide parents and/or carers with a short written summary of their child's development in the prime areas. This progress check will identify the child's strengths, and any areas where the child's progress is less than expected. If there are significant emerging concerns, or an identified special educational need or disability, practitioners will develop a targeted plan to support the child's future learning and development involving other professionals (for example, the provider's Special Educational Needs Co-ordinator) as appropriate. Parents are encouraged to share this with their child's health visitor during their 2 year review.

Parents are always welcome at TLC and the Manager, Deputy or your child's key person will always be available to discuss any matters relating to your child.

In the final term of the year in which the child reaches age five, and no later than the 30<sup>th</sup> June in that term, a EYFS Profile will be completed for each child. The Profile provides parents and carers, practitioners and teachers with a well-rounded picture of a child's knowledge, understanding and abilities, their progress against expected levels, and their readiness for Year 1. The Profile will reflect: ongoing observation; all relevant records held by the setting; discussions with parents and carers, and any other adults whom can offer a useful contribution.

## **Safeguarding and Welfare Requirements**

### **Child Protection**

Please see our Safeguarding Parent policy at the end of this pack for more details.

Our policy and procedure to safeguard children, is in line with the guidance and procedures of the Local Safeguarding Children Board (LSCB). All staff must fully understand and adhere to the safeguarding policy and procedures, and have up to date knowledge of safeguarding issues.

If setting has any concerns about children's safety or welfare, they will notify agencies with statutory responsibilities without delay. This means the local children's social care services and, in emergencies, the police. The setting will inform Ofsted of any allegations of serious harm or abuse by any person living, working, or looking after children at the premises.

### **Suitable People**

The setting will ensure that people looking after children are suitable to fulfil the requirements of their roles. Our staff are supported by the Local Authority Early Years Team, ensuring that any training needs and development are identified and fulfilled. The nursery prides itself on developing staff, and all of our staff members are regularly attending training in order to update their knowledge. For example, all staff must undertake first aid, food hygiene and safeguarding training.

The setting has effective systems in place to ensure that practitioners and any other person who is likely to have regular contact with children are suitable. Our staff are dedicated, committed and highly trained individuals who love working with children and have all undergone an enhanced criminal records disclosure, these include every person who:

- works directly with children
- works on the premises on which the childcare is provided

The setting will not allow people, whose suitability has not been checked, including through a criminal records check( from 1<sup>st</sup> July 2013 known as Disclosure and Barring Service), to have unsupervised contact with children being cared for. The setting will record information about staff qualifications and the identity checks and vetting processes that have been completed

Please see our staff board in reception for staff names, roles and qualifications.

The nursery is run by a Manager (BA Early Years) who is supported by a Deputy Manager (level 4), Senior Early Years Practitioner (level 4) and Early Years Practitioners who are qualified from a minimum level of NVQ Level 2 to Level 4 and above. All of the nursery staff members employed by TLC are qualified. TLC also offers training placements for students who are undertaking childcare qualifications and in addition those on apprenticeship schemes. The setting will provide supervision of staff members who have contact with children and families. Supervision provides support, coaching and training practitioners and promotes the interests of children.

### **Key Person**

At TLC we use a key person approach, where each child will be assigned a key person. Parents/carers will be introduced to their child's key person, who will be responsible for the well being of their child. We will work together in partnership with you to ensure that your child receives the best start possible. The Key persons role is to help ensure that every child's care is tailored to meet their individual needs, to help the child become familiar with the setting, offer a settled relationship for the child and build a relationship with their parents.

### **Staff: Child Ratios**

The settings staffing arrangements will meet the needs of all children and ensure their safety. We will ensure that children are adequately supervised and deploy our staff to ensure children's needs are met. Information regarding which practitioners work within each room is displayed within each base room.

*For children aged under two:*

There will be at least one member of staff for every three children; there will be at least one member of staff who holds a full and relevant level 3 qualification, and suitably experienced in working with children under two;

*For children aged two:*

There will be at least one member of staff for every four children; there will be at least one member of staff who holds a full and relevant level 3 qualification.

*For children aged three and over:*

There will be at least one member of staff for every eight children; there will be at least one member of staff who holds a full and relevant level 3 qualification.

### **Health**

The setting will promote the good health of children through procedures, for responding to children who are ill or infectious, and will take necessary steps to prevent the spread of infection, and take appropriate action if children are ill.

The settings policy, and procedures, for administering medicines includes systems for obtaining information about a child's needs for medicines. Medicines other than paracetamol, cough medicine and nappy cream will not be administered unless they have been prescribed for the child by a registered medical professional. Medicine will only be administered where prior permission has been obtained from the child's parent and/or carer.

TLC has a realistic attitude to the needs of working parents. We do however, request that parents do not bring their children to nursery if they are suffering from any infectious diseases, such as sickness and diarrhoea or are not well enough to attend nursery. We ask that your child does not attend for 24 hours if being prescribed antibiotics and if they have had sickness or diarrhoea.

If a child becomes unwell during nursery hours, we will contact the parent/carer to request the child is collected. Parents are requested to inform the nursery immediately should their child have any childhood illness or disease e.g. chickenpox, measles, whooping cough. Any illness which may prove to be dangerous to staff or other children must also be reported.

### **Food and Drink**

When a child is offered a place at TLC Nursery we will obtain information about any special dietary requirements, preferences and food allergies that the child has, and any special health requirements

Children are offered meals as shown in the menus displayed on Our Parent Board.

- Breakfast 8.00 AM - 9 AM
- Lunch 12.00 PM - 1 PM
- Teatime 3.45PM - 4.30 PM

All meals provided are wholesome, nutritious and freshly prepared. We do not offer junk food as an option and ask parents/carers not to send squash with their child. Meals are prepared by qualified staff who cater for individual dietary requirements, such as dairy free and a vegetarian diet. A variety of fresh fruit, drinking water and milk are available throughout the day.

### **Accident and Injury**

We understand that from time to time children have accidents. All accidents will be recorded on your child's accident sheet by the member of staff who witnesses them. We will inform parents and/or carers of any accident or injury sustained by the child on the same day, or as soon as reasonably practicable, and any first aid treatment given. If we feel the accident is serious parents will be informed immediately and appropriate medical attention will be sought. If a child has had an accident at home parents will be asked to complete an accident at home sheet.

In order to minimise accidents, regular risk assessments are conducted both inside and outside of TLC premises. The setting ensures there is a first aid box accessible at all times with appropriate contents for use with children.

### **Managing Behaviour**

Children benefit most where adults are consistent and positive in their approach to the management of their behaviour. By establishing clear boundaries according to a child's level of understanding they will become familiar with the settings routines and procedures and understand what is expected of them, which in turn helps the child feel settled in their surroundings. Through explaining these boundaries, rules and limits to children, it enables them to understand why rules exist. By positively promoting good behaviour, through valuing co-operation and a caring attitude we hope to ensure that children develop as responsible members of the nursery. We follow all guidance as set out within the EYFS. We expect all members of our setting - children, parents, staff, volunteers and students to follow the settings guidelines regarding behaviour.

### **Discipline and Rewards**

At TLC we promote good behaviour by ensuring:

- Children receive regular praise for appropriate behaviour.

- Children receive stickers/stamps for appropriate behaviour.
- Parents/carers are always told of their children's positive achievements.
- Records are kept of unacceptable behaviour and parents/carers are informed.
- A solution between the nursery staff and parents is sought through working together.
- Corporal punishment will never be used.
- If staff notice parents disciplining their child in what they feel to be an inappropriate manner, this will be reported to the safeguarding leader within the nursery.

## **Safety and Suitability of Premises, Environment and Equipment**

### **Safety**

We ensure the nursery premises; furniture, equipment and toys are safe for children to use. We follow a strict health and safety policy and adhere to current legislation. The premises are secure and safe.

### **Risk Assessment**

We carry out thorough and regular risk assessments including daily checks on the indoor and outdoor environment.

### **Outings**

Outings are an important part of a child's learning and where practical we aim to arrange outings to broaden the children's experience. As many of these will be within the local area and therefore may be at short notice, an overriding consent form will be in your Welcome Pack. Such visits may be to the park, local shops or library. Appropriate staff: child ratios will be maintained at all times on outings. Should we arrange an outing further afield, which requires transport, parents/carers will be notified in advance and given a separate consent form to fill in and return.

### **Equal Opportunities**

In our setting we aim to provide a service, which meets the needs of all of our community and individuals will not be discriminated against. We are committed to ensuring that all children have a positive self-image, which means valuing a child's individuality by celebrating diversity. We see this as an ongoing learning situation; we would welcome and value any contributions you are able to give to enable us to achieve this practice.

Many of the staff have also had equal opportunities training. We have a member of staff who is a named Equal Opportunities Co-ordinator (ENCO) and a Special Educational Needs Co-ordinator (SENCO). Both the ENCO and SENCO liaise with other outside agencies and are always available if you need to discuss any issues relating to these particular areas.

### **Information and Records**

Under Ofsted requirements we must records each child's full name, date of birth and address of every parent, which parent the child normally lives with and emergency contact details. All our information and records are held securely, in line with the Data Protection Act (DPA) 1998. We feel two way communication between parents and the setting helps to ensure the needs of children are met. Parents have access to their child's records.

During the induction procedure we will make the following information available to parents:

- How type EYFS is delivered
- The types of experiences provided for your child
- How we will support your child if they have any SEN or disability
- The food and drinks provided
- All of our policies and procedures
- The staff in the setting, our contact details and who your child's key person will be

### **Special Educational Needs**

We have a named Special Educational Needs Co-ordinator (SENCO) and operate a policy of inclusion. Should you feel your child has additional needs, please contact us and we will arrange a meeting to discuss how we may meet those needs. We will welcome any other agency that is working with your child into the nursery for continuity of care.

### **Complaints or Compliments**

Should you have a complaint or compliment regarding TLC Nursery, please do not hesitate to contact the Manager to arrange a meeting or discussion. Complaints forms are available on request. All complaints will be dealt with accordingly and hopefully matters resolved.

Compliments can be recorded in our 'Comments Book' in reception. We welcome feedback on how we can improve our service from parents, carers and children. We will listen and respond.

In addition to the role of inspecting schools, the Office for Standards in Education (OFSTED) are also responsible for the regulation of providers of childcare services. They also investigate any complaints and take enforcement action if the nursery does not meet the national standards and other registration requirements. Should we be unable to resolve matters, parents/carers have the right to discuss any issues with them.

OFSTED  
Piccadilly gate  
Store Street  
Manchester  
M1 2WD  
0300 12301231

**Anonymous concerns can be logged on [www.wolvesscb.org.uk](http://www.wolvesscb.org.uk)**

### **Nursery Registration**

All prospective parents/carers are invited to visit the nursery to view the facilities on offer. In the event of a waiting list, places are allocated on a first come first served basis initially. TLC does, however, recognise the need for siblings to attend the same nursery and as such would give preferential treatment to such a parent/carer. Parents/carers must complete the registration form enclosed in this pack and forward it to the Nursery Office. Children's records will be kept for a minimum of three years.

Please contact the Nursery Office for more information regarding registration, childcare fees and nursery education funding.

Once parents/carers have returned the registration form to the nursery, you will be given your child's start date and two pre-visits will be arranged. Parents/carers will be invited along with their child to spend a short session with the staff and children in the age related room they are to attend. This allows the opportunity to build good parent/staff and staff/child relationships.

### **Parent Partnership**

TLC Neighbourhood Nursery recognises that parents are their child's first educator and we believe that close partnerships between the nursery, parent/carer & children are paramount in order for us to succeed in catering for your child. Successful relationships between parents and the Key person can have long-lasting and beneficial effects on children's learning and well-being. We encourage parents and carers to visit the setting before registering their child with the nursery. Parents are encouraged to attend our family circle days which are run once a month. We welcome suggestions/comments as part of continuing our quality. We endeavour to take concerns and complaints seriously and action accordingly. The setting has named parent liaison officers

Please familiarise yourself with our full policies, the policy folder is kept in reception area.

*We welcome you to TLC Neighbourhood Nursery, so come along, have fun and make friends!*

## **Safeguarding and Promoting Children's Welfare - Parents Policy**

### **Policy Statement**

The nursery has a moral and legal obligation to ensure that children are given the highest possible standard of care. This policy is a minimized version of the full policy, which parents are also welcome to read. The nursery has a duty to report any suspicions around abuse. The nursery operates an 'Open Door' Policy.

### **The Common Assessment Framework**

The Common Assessment Framework is a standard and holistic assessment tool that is used by all children's services, particularly during early intervention. Parents will be asked for their consent for the CAF procedure to begin. A CAF should have been completed if a child is being referred to the Duty and Assessment team under Section 17.

### **Resources/ Physical Environment**

All toys and equipment in the nursery are fully risk assessed to ensure the safety of all children, parents and staff. The nursery's layout has been planned to ensure safety and accessibility. We offer a safe and stimulating outdoor area for the children to play in, in which caters for all children's needs and abilities.

### **Suitable Persons**

All staff members must have an Enhanced Criminal Record Bureau (CRB) check every 3 years, along with two written references which may be confirmed by telephone. All employees will have undergone an interview and received a formal induction. All staff are required to undergo ongoing training to ensure they fulfill their responsibilities to safeguard and promote children's welfare. Staff who carry out the recruitment process have undergone 'Safer Recruitment' training. Staff will always maintain appropriate professional boundaries and avoid behaviour which may be misinterpreted by others, including practices such as no babysitting for children of the setting, no mobile phone use in the nursery and cameras are only to be used for nursery purposes with the parents consent.

### **Behaviour Management**

Staff will not use any form of corporal punishment or degrading treatment. Physical intervention will only be used as a last resort when all other behavior management strategies have been tried and failed and the child's behavior is causing a risk to themselves or others. This will be documented and parents will be informed.

### **Photography and Videos**

Any videos or photographs taken will be done so with informed written consent from parents or carers and be used solely for the purposes stated. Images will be stored securely and not shared without the parents' permission. No mobile phones are to be used in the setting.

### **Intimate and Personal Care**

All children have a right to safety, privacy and dignity during times of intimate care. Depending on their abilities, age and maturity children will be encouraged to act as independently as possible.

### **Roles and Responsibilities**

Abide by the Safeguarding Children Policy and Procedures to ensure a duty of care for children, safeguarding their well-being and protecting them from abuse. The Designated Safeguarding Officer is Sarah Simm (Nursery Manager) who is located within the nursery.

### **Sharing Concerns with Parents**

TLC Nursery is committed to working in partnership with parents and carers where there are concerns about their child. In most situations any initial concerns about a child will be shared with parents and carers, as there may be a reasonable explanation to clarify the concerns. Parents must be informed of concerns and actions to be taken in relation to their child, and the setting has an obligation to help and support families through these processes. Circumstances may arise, where sharing concerns with parents may put a child at greater risk. In these situations or where concerns still exist, any suspicion, allegation or incident of abuse will be reported to the Safeguarding Officer as soon as possible and recorded appropriately.

### **Records and Information**

Confidential or personal information about your child or family will be treated with respect and never be used casually in conversation or shared with any person other than on a need to know basis. If abuse is alleged or suspected, information will need to be shared. Information that is passed to Children's Services or the Police must be as helpful as possible. All alleged incidents of child abuse are to be reported to the Police or Children's Services without delay by the Designated Safeguarding Officer. A record will be kept of the name and position of the Officer to whom the concerns were passed, of advice given, and together with the date and time of the call and agreed actions including feedback to TLC Designated Safeguarding Officer.

### **Complaints Procedure**

If you should want to make a complaint regarding your child, you should firstly speak to your child's key person. If you feel that the issue has still not been resolved you should then consult with the nursery manager. In extreme cases OFSTED can be contacted if you are not satisfied.

### **Allegations against TLC Employees**

Child abuse can occur outside the family setting. Concerns should be raised in respect of all cases in which it is alleged that a person who works with children has:

- behaved in a way that has harmed, or may have harmed, a child
- possibly committed a criminal offence against, or related to, a child; or

- Behaved towards a child or children in a way that indicates s/he is unsuitable to work with children.

There may be a number of the following occur through such an allegation:

- a police investigation of a possible criminal offence
- enquiries and assessment by children's social care
- Consideration by TLC of disciplinary action
- The staff member may be suspended for the duration of the investigation
- Should the outcome result in the allegation being unfounded the employee will be reinstated
- Should the outcome result in a charge being made, the employee will be formally dismissed
- In all cases the following procedures must be followed:
- Notify the Designated Safeguarding Officer/ Nursery Manager, who will notify the local children's service and inform Ofsted
- The Manager will comply with any requests into the allegation, and written documents will be made available as appropriate

### **Useful Telephone Numbers**

Children and Families, Duty and Assessment Team: 01902 555662/ 555392

Emergency Duty Team: 01902 552299

Police Child Abuse Unit: 01902 643419

Stop it now: 01384 561775

Ofsted: 0300 123 1231